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CHCDFV007X Work with users of violence to effect change

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# Modification History

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| --- | --- |
| Release | Comments |
| Release 1 | Minor change to application, performance criteria and performance evidence. Major changes to knowledge evidence. |
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# Application

This unit describes the skills and knowledge required to work with and engage users of violence to assist them to take responsibility for their violence, and to work towards changing their behaviour and enhancing the safety of their family.

This unit applies to individuals whose job role involves working with clients on personal and psychological issues associated with family, domestic and sexual violence within established policies, procedures and guidelines.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand Standards and industry codes of practice.

# Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA | |
| --- | --- | --- |
| Elements define the essential outcomes | | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Establish and maintain professional relationship | 1.1 Review existing case information as the basis for work  1.2 Use interpersonal skills to develop an open, trusting and professional relationship and to allow accurate and relevant exchange of information  1.3 Establish and maintain contact with partner and/or family of users of violence to identify and analyse their needs  1.4 Explain and promote client and worker rights and responsibilities throughout client contact  1.5 Mutually agree and adhere to appropriate structures, timeframes and protocols  1.6 Comply with organisation standards and procedures and with legislative and statutory requirements  **DRAFT** | |
| 2. Assess capacity for change | 2.1 Assess motivation and commitment of users of violence to change attitudes, beliefs and behaviour and encourage positive elements and aspects  2.2 Respectfully challenge and constructively address violent behaviour and attitudes condoning violence in an environment that promotes positive client participation  2.3 Identify and assess related issues and factors that impact directly on the user of violence, their partner and family members  2.4 Identify own limitations and strengths in addressing and assessing needs, and respond to them within a supervision framework | |
| 3. Encourage personal responsibility | 3.1 Encourage users of violence to recognise their violence and reflect on the potential effect on those experiencing violence  3.2 Encourage users of violence to take responsibility for their actions, to recognise their choices to develop skills and/or knowledge and to develop non-violent and respectful relationships  3.3 Assist users of violence to use personal exploration to identify and address opportunities and obstacles to change their attitudes, beliefs and behaviour  3.4 Assist users of violence to establish realistic goals and strategies to enhance the safety of their partner and family members  3.5 Identify and negotiate the need for specialised services or referral with users of violence and relevant people  3.6 Show respect and sensitivity to cultural and family issues and to any individual differences | |
| 4. Monitor and review progress | 4.1 Monitor progress of the user of violence through self- reflection, partner and family member feedback and critical assessment by the worker and if appropriate, the criminal justice system  4.2 Identify and challenge lack of progress in taking responsibility and any re-use of violence, and develop modified strategies  4.3 Encourage users of violence to establish and maintain networks of support to assist in the development of responsible behaviour  **DRAFT**  4.4 Identify and allocate additional services and/or support needed according to availability and organisation standards and procedures  4.5 Complete and maintain documentation according to organisation standards and procedures and legislative and statutory requirements | |

# Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

# Unit Mapping Information

No equivalent unit

# Links

Companion Volume implementation guides are found in VETNet -

Assessment Requirements for CHCDFV007 Work with users of violence to effect change

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# Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

* worked with at least 3 users of violence and provided appropriate support to family members according to organisation, legal and ethical requirements
* established, documented and monitored agreements with users of violence that include:
* goals
* strategies
* outcomes
* used the following interpersonal communication techniques appropriately with users of family, domestic and sexual violence:
* questioning and active listening
* paraphrasing
* clarifying
* summarising
* relationship and rapport building
* challenging and supportive feedback
* conflict de-escalation/resolution.

# Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

* legal, ethical and safety considerations (national and state/territory) for people affected by family, domestic and sexual violence, and how these are applied in organisations and individual practice

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* observable signs, indicators, common presentations, narratives and behaviours associated with family, domestic and sexual violence
* rights and responsibilities of:
* workers and employers
* individuals, families, the community and society to minimise or prevent family, domestic and sexual violence
* organisation procedures, practices and standards for addressing family, domestic and sexual violence
* own work role boundaries – responsibilities and limitations including duty of care, mandatory reporting, privacy, confidentiality, and strategies
* socio-economic, historical and political contexts of violence and the various forms including family, domestic and sexual violence, power and gender issues, child abuse, coercive and financial control and related criminal issues
* myths, unhelpful beliefs, attitudes and practices in the broader society regarding family, domestic and sexual violence and their effects on individuals’ rights to safety and autonomy
* groups represented within the local community (e.g. cultural, religious, language, sexual identity, age and disability) and an understanding of the issues that arise when working with those groups
* prevalence of beliefs in the broader society which condone violence, and individuals’ rights to safety and autonomy
* internally and externally provided services particularly in the family, domestic and sexual violence field
* respectful strategies that will assist clients in changing their attitudes, beliefs and behaviours
* theories and concepts of planning and control procedures, resource management and risk management
* interpersonal communication techniques, including:
* questioning and active listening
* paraphrasing
* clarifying
* summarising
* relationship and rapport building
* challenging and supportive feedback
* conflict de-escalation/resolution
* potential obstacles and opportunities for clients that may impact on changes in attitudes, beliefs and behaviours
* referral sources and associated protocols
* own values and attitudes and their potential impact on clients.

# Assessment Conditions

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Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

* use of suitable facilities, equipment and resources, including:
* client information
* organisation policies and procedures
* modelling of industry operating conditions, including:
* scenarios that involve complex interactions and problem solving with other people.

# Links

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